

Transport and Main Roads Accessibility and Inclusion Strategy – Summary

TMR commits to lead the delivery of accessible and inclusive transport products, services, information and infrastructure, and TMR workplaces and work practices.



What are TMR aspirations and goals for the accessibility and inclusion strategy?

TMR will lead Queensland's effort for dignified, accessible and inclusive transport products, services, information and infrastructure, in line with federal, state and local government objectives and broader human rights obligations.

Accessible and inclusive transport is critical to allow everyone to move easily and provide the opportunity to participate in our community and access employment, health, education, recreation and culture.

This strategy will guide us in building accessible and inclusive transport services, products, infrastructure, and workplaces.

Where will TMR focus our effort in accessibility and inclusion?

TMR will focus on both accessibility and inclusion by removing barriers and meeting the needs of:

- All customers of our transport products, services, information and infrastructure across Queensland
- TMR employees and
- delivery partners

We commit to lead in accessibility and inclusion by prioritising:

- Transport services, information, infrastructure and products in Queensland
- Accessible and inclusive TMR workplaces
- Co-design and collaboration with partners

How will TMR succeed in delivering our vision for accessibility and inclusion?

TMR will commit to co-designing and engaging with our customers, our people and partners by:

1. Co-designing with our customers, our people and partners
2. Making our customers and our people feel welcome and independent
3. Listen responsively and continuously improve
4. Making inclusion our culture

What capabilities are critical for success?

TMR will develop the capabilities required to become an accessibility and inclusion leader within the transport sector, setting the example for others through:

- Design (applying Universal Design principles)
- Business practices
- Customer information and tools
- Reporting and data on our progress on accessibility and inclusion
- Organisational culture of accessibility and inclusion
- Inclusive leadership

What is the roadmap to fulfil TMR's vision?

TMR have a clear roadmap:

1. **Initiate change**
Prioritise the areas of greatest customer and employee need, and establish the foundation for change
Identify opportunities to engage partners in co-design of our products and services
2. **Embed our guiding principles**
Develop the cultural attitudes and capabilities needed to make TMR an inclusive workplace, and begin transformation of our products and services
3. **Grow our reach throughout Queensland**
Establish TMR as an accessibility and inclusion leader within the transport sector, and continue transformation of our products and services